And the second sec

Docket Number: AUS920010948US1

## DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

#### EXPERT HOLD QUEUE MANAGEMENT

X is attached here	to.		
was filed on _	Serial No.		
and was amend	ed on	(if applicable)	
including the claims, as a	mended by any amendm o disclose information wi	nich is material to the patentabil	
		25 IIIiitad States Cado S110	of any foreign
I hereby claim foreign pri application(s) for patent of application for patent or i priority is claimed:	or inventor's certificate li	sted below and have also identifing a filing date before that of the	fied below any
application(s) for patent or application for patent or i	or inventor's certificate li nventor's certificate hav	sted below and have also identing a filing date before that of the	fied below any
application(s) for patent of application for patent or i priority is claimed:	or inventor's certificate li nventor's certificate hav	sted below and have also identing a filing date before that of the	fied below any ne application o

I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United

**POST OFFICE ADDRESS:** 

#### Docket Number: AUS920010948US1

States Code, §112, I acknowledge the duty to disclose information material to the patentability of this application as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

(Application Serial #)	(Filing Date)	(Status)
made on information and belief ar the knowledge that willful false st	re believed to be true; and further to atements and the like so made are ale 18 of the United States Code are	dge are true and that all statements that these statements were made with punishable by fine or imprisonment, and that such willful false statements thereon.
POWER OF ATTORNEY: As a sto prosecute this application and t therewith.		the following attorneys and/or agents and Trademark Office connected
Reg. No. 28,543; Robert M. Carw Lefeve, Reg. No. 26,193; Casimer Anthony V. England, Reg. No. 35 42,196; Christopher A. Hughes, R	rell, Reg. No. 28,499; Jeffrey S. Lar K. Salys, Reg. No. 28,900; David 1,129; Volel Emile, Reg. No. 39,96 1,129; No. 26,914; Stanley B. Green 1, Reg. No. 18,753; Marilyn S. D	59; Leslie A. Van Leeuwen, Reg. No. 1, Reg. No. 24,351; John E. Hoel, Reg Dawkins, Reg. No. 31,140; Cynthia S.
Send correspondence to: Cynthia Property Law Department, 11400 Cynthia S. Byrd, (512) 823-5884.	Burnet Road, Austin, Texas 7875	achines Corporation, Intellectual 8 and direct all telephone calls to
FULL NAME OF SOLE OR FIRE	ST INVENTOR: Michael Wayne	e Brown
INVENTORS SIGNATURE:		DATE:
RESIDENCE: 529 River Down Georgetown, TX		
CITIZENSHIP: USA		

Same As Above

FULL NAME OF SECOND INVENTOR: David R. Cheng	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 702 Hertford Rd. Wilmington, DE 19803	
CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF THIRD INVENTOR: Wing-Ying Stephanie I	
INVENTORS SIGNATURE:	DATE: 11/01/01
RESIDENCE: 921 E. Ann Ann Arbor, MI 48104	~
CITIZENSHIP: UK	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF FOURTH INVENTOR: Folu Okunseinde	
INVENTORS SIGNATURE:	_ DATE:
RESIDENCE: 393 Lake Avenue Oakhurst, NJ 07755	
CITIZENSHIP: USA	

POST OFFICE ADDRESS: Same As Above

## The state of the s

	FULL NAME OF FIFTH INVENTOR: Michael A. Paolini	
	INVENTORS SIGNATURE:	DATE:
	RESIDENCE: 6407 Wallace Cove Austin, TX 78750	•
	CITIZENSHIP: USA	
	POST OFFICE ADDRESS: Same As Above	
	FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss	
: * <sup>1</sup> 2	INVENTORS SIGNATURE:	DATE:
There's seed thank there's there's	RESIDENCE: 345 Franklin Street, Apt. 206 Cambridge, MA 02139	
	CITIZENSHIP:	
	POST OFFICE ADDRESS: Same As Above	
;i	FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters	
, 1	INVENTORS SIGNATURE:	_ DATE:
	RESIDENCE: 8000 High Hollow Cove Austin, TX 78750	
	CITIZENSHIP: USA	
	DOCT OFFICE ADDRESS. Same As Above	

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#### EXPERT HOLD QUEUE MANAGEMENT

the speci	ification of which (chec	ck one)					
<u>X</u>	is attached hereto.						
	was filed on as Application Serial and was amended on	No.	_	plicable)			
•	state that I have review					ied specific	eation,
	vledge the duty to discl dance with Title 37, Co				e patentabilit	y of this ap	plication
applicati	claim foreign priority ion(s) for patent or invention for patent or invention claimed:	entor's certificate liste	ted belov	w and have	also identifie	ed below ar	ny foreign
Prior Fo	reign Application(s):					Priority	Claimed
						Yes	No
(1)	lumber)	(Country)		Day/Mont	h/Year)		
	claim the benefit unde low and, insofar as the						

the prior United States application in the manner provided by the first paragraph of Title 35, United

States Code, §112, I acknowledge the duty to disclose information material to the patentability of this application as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

(Application Serial #)	(Filing Date)	(Status)

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg. No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; Marilyn S. Dawkins, Reg. No. 31,140; Cynthia S. Byrd, Reg. No. 39,365; Mark E. McBurney, Reg. No. 33,114 and Jerry B. Kraft, Reg. No. 19,226.

Send correspondence to: Cynthia S. Byrd, International Business Machines Corporation, Intellectual Property Law Department, 11400 Burnet Road, Austin, Texas 78758 and direct all telephone calls to Cynthia S. Byrd, (512) 823-5884.

FULL NAME OF SOLE OR FIRST INVENTOR: Michael Wayne Brown

INVENTORS SIGNATURE: Milly gar Bar DATE: 11/2/2001

RESIDENCE: 529 River Down Road

Georgetown, TX 78628

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above

#### Doction I value

	FULL NAME (	OF SECOND INVENTOR: 1	David R. Cheng		
	INVENTORS S	IGNATURE:		DATE:	
	RESIDENCE:	702 Hertford Rd. Wilmington, DE 19803			
	CITIZENSHIP:	USA			
	POST OFFICE	ADDRESS: Same As Ab	ove		
142	FULL NAME (	OF THIRD INVENTOR: Wi	ing-Ying Stephanie Le	eung	
:= <u>}</u>	INVENTORS S	IGNATURE:		DATE:	
The transfer of the transfer o	RESIDENCE:	921 E. Ann Ann Arbor, MI 48104			
li D	CITIZENSHIP:	UK			
.i.	POST OFFICE	ADDRESS: Same As Ab	ove		
	FULL NAME (	OF FOURTH INVENTOR:	Folu Okunseinde	•	
į.	INVENTORS S	GIGNATURE:		DATE:	
	RESIDENCE:	393 Lake Avenue Oakhurst, NJ 07755			
	CITIZENSHIP:	USA			
	POST OFFICE	ADDRESS: Same As Ab	ove		

FULL NAME OF FIFTH INVENTOR: Michael A. Paolini	
INVENTORS SIGNATURE: Marie Gaoline	DATE: 11-2-2001
RESIDENCE: 6407 Wallace Cove Austin, TX 78750	
CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 345 Franklin Street, Apt. 206 Cambridge, MA 02139	
CITIZENSHIP:	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters	
INVENTORS SIGNATURE:	DATE: M-2-01
RESIDENCE: 8000 High Hollow Cove Austin, TX 78750	
CITIZENSHIP: USA	·
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#### EXPERT HOLD QUEUE MANAGEMENT

the speci	fication of which (check	one)		
<u> X</u>	is attached hereto.			
	was filed on as Application Serial N and was amended on _	io <u>.</u>	(if applicable)	,
	state that I have reviewe g the claims, as amended		e contents of the above iden referred to above.	tified specification,
	rledge the duty to disclosion discontinuous with Title 37, Cod		h is material to the patentabitions, §1.56.	ility of this application
applicati applicati	on(s) for patent or inven	tor's certificate liste	5, United States Code, §119 d below and have also ident a filing date before that of t	ified below any foreign
Prior For	reign Application(s):	·	,	Priority Claimed
(N	lumber)	(Country)	(Day/Month/Year)	Yes No

I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United

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		<u></u>
(Application Serial #)	(Filing Date)	(Status)
•	s made herein of my own knowledg	=

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FULL NAME (	OF SOLE OR FIRST INVENTOR:	Michael Wayne Brown	
INVENTORS S	IGNATURE:	DATE:	
RESIDENCE:	529 River Down Road Georgetown, TX 78628		

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above

FULL NAME OF SECOND INVENTOR: David R. Cheng
INVENTORS SIGNATURE: DATE: 11/3/01
RESIDENCE: 702 Hertford Rd. Wilmington, DE 19803
CITIZENSHIP: USA
POST OFFICE ADDRESS: Same As Above
FULL NAME OF THIRD INVENTOR: Wing-Ying Stephanie Leung
INVENTORS SIGNATURE: DATE:
RESIDENCE: 921 E. Ann Ann Arbor, MI 48104
CITIZENSHIP: UK
POST OFFICE ADDRESS: Same As Above
FULL NAME OF FOURTH INVENTOR: Folu Okunseinde
INVENTORS SIGNATURE: 70k DATE: 11/3/6/
RESIDENCE: 393 Lake Avenue Oakhurst, NJ 07755
CITIZENSHIP: USA
POST OFFICE ADDRESS: Same As Above

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FULL NAME OF FIFTH INVENTOR: Michael A. Paolini	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 6407 Wallace Cove Austin, TX 78750	
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FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss	
INVENTORS SIGNATURE:	DATE:
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CITIZENSHIP:	
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	was filed on as Application Seri		
6	and was amended	on	(if applicable)
			and the contents of the above identified specification, dment referred to above.
	edge the duty to di nce with Title 37,		which is material to the patentability of this applicati egulations, §1.56.
in accorda  I hereby cl application	aim foreign priori n(s) for patent or in n for patent or in	Code of Federal F ity benefits under 'nventor's certifica	
in accorda  I hereby cl application application priority is	aim foreign priori n(s) for patent or in n for patent or in	Code of Federal F ty benefits under ' nventor's certifica' entor's certificate l	egulations, §1.56.  Citle 35, United States Code, §119 of any foreign e listed below and have also identified below any fore
in accorda  I hereby cl application application priority is	nce with Title 37, aim foreign priori n(s) for patent or in n for patent or invectationed:	Code of Federal F ty benefits under ' nventor's certifica' entor's certificate l	egulations, §1.56.  Citle 35, United States Code, §119 of any foreign e listed below and have also identified below any fore aving a filing date before that of the application on wi

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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.				
POWER OF All to prosecute this therewith.	TTORNEY: As a name s application and transa	ed inventor, I had a let all business	nereby appoint in the Patent	the following attorneys and/or agents and Trademark Office connected
John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg. No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; Marilyn S. Dawkins, Reg. No. 31,140; Cynthia S. Byrd, Reg. No. 39,365; Mark E. McBurney, Reg. No. 33,114 and Jerry B. Kraft, Reg. No. 19,226.				
Property Law D				Machines Corporation, Intellectual 58 and direct all telephone calls to
FULL NAME (	OF SOLE OR FIRST IN	NVENTOR: 1	Michael Wayn	ne Brown
INVENTORS S	SIGNATURE:			DATE:
RESIDENCE:	529 River Down Road Georgetown, TX 7862			
CITIZENSHIP	: USA			

Same As Above

## The state of the s

FULL NAME	OF SECOND INVENTOR: David R. Cheng	
INVENTORS	SIGNATURE:	DATE:
RESIDENCE:	702 Hertford Rd. Wilmington, DE 19803	
CITIZENSHIP	e: USA	
POST OFFICE	E ADDRESS: Same As Above	
FULL NAME	OF THIRD INVENTOR: Wing-Ying Stephanie L	eung
INVENTORS	SIGNATURE:	DATE:
RESIDENCE:	921 E. Ann Ann Arbor, MI 48104	
CITIZENSHIP	P: UK	
POST OFFICE	E ADDRESS: Same As Above	
FULL NAME	OF FOURTH INVENTOR: Folu Okunseinde	
INVENTORS	SIGNATURE:	DATE:
RESIDENCE:	393 Lake Avenue Oakhurst, NJ 07755	
CITIZENSHII	P: USA	
POST OFFICE	E ADDRESS: Same As Above	

	FULL NAME OF FIFTH INVENTOR: Michael A. Paolini	
	INVENTORS SIGNATURE:	_ DATE:
•	RESIDENCE: 6407 Wallace Cove Austin, TX 78750	
	CITIZENSHIP: USA	
	POST OFFICE ADDRESS: Same As Above	
	FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss INVENTORS SIGNATURE:  RESIDENCE: 345 Franklin Street, Apt. 206	DATE: <u>NOV. 9, 200</u>
	Cambridge, MA 02139	
	CITIZENSHIP: USA	
	POST OFFICE ADDRESS: Same As Above	
	FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters	
	INVENTORS SIGNATURE:	_ DATE:
	RESIDENCE: 8000 High Hollow Cove Austin, TX 78750	
	CITIZENSHIP: USA	
	POST OFFICE ADDRESS: Same As Above	

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